



JUNE 2014

Summer is Here

COUNTY OF LOS ANGELES

Transforming Care

A Profile of the Department of Health Services

In March 2010, President Barack Obama signed into law The Patient Protection and Affordable Care Act of 2010 (ACA). Immediately, with approval and support from the Board of Supervisors, the Los Angeles County Department of Health Services (DHS) began preparing to implement Medicaid Expansion to provide health care to uninsured County residents who would now gain access to health care coverage.

Fast forward to 2014. DHS is now in full implementation mode of the ACA and is poised to transform health care. The department has enrolled well over 300,000 people in the Healthy Way LA Program, it has developed and implemented Patient-Centered Medical Homes, and empanelled over 387,000 individuals who now have an assigned primary care physician and team dedicated toward improving health outcomes; and through the department's eConsult Program, it has dramatically improved the waiting period for specialty care appointments, which previously took several months but are now often resolved within a matter of days. In fact, this initiative is so successful that it is being recognized by the National Association of Counties with an Achievement Award.

As you walk the corridors of the DHS headquarters in downtown Los Angeles, it is no surprise to see medical professionals—physicians, nurses, physical therapists, pharmacists, et al.—in their scrubs. It's part of the department's transforming care. With the appointment of Dr. Mitchell Katz, M.D. as director, medical professionals who serve as managers are now strongly encouraged to practice their professions by treating patients in addition to their performing regular administrative duties. For instance, Dr. Erin Saleeby, who was recruited to the County by Dr. Katz, can be seen writing grant applications one day at DHS headquarters and the next evening she can be found delivering as many as nine babies in one shift at Harbor-UCLA

Medical Center. Dr. Katz, on the other hand, sees his patients at Edward R. Roybal Comprehensive Health Center, where he practices medicine at least one day per week, in addition to his responsibility for running the entire department. He not only sees patients but has become quite proficient in conversational Spanish.

Transforming care is also reflected in the manner in which communication is delivered. The department's annual report is an in-house publication. "Fast Facts from Dr. Katz," published every three weeks, talks about high-quality, patient-centered, cost-effective health care provided by DHS. Its readership includes employees, retirees, community-based organizations, nonprofits, elected officials, and even out-of-state stakeholders. The new, re-designed website is more comprehensive and user-friendly, enabling more than 700,000 patients served by DHS each year to locate health facilities and resources easily. Lastly, Dr. Katz, in his effort to make the department a completely open and transparent organization, calls virtual staff meetings via the internet, providing live feed for those who cannot leave their office.

Transforming care requires knowing your challenges. With a workforce of nearly 20,000, DHS seeks to continue improving customer service, attracting the best physicians and medical professionals, acquiring the best equipment, and providing healthcare options for its patients—regardless of insurance coverage or ability to pay.

DHS sees itself as a partner instead of an adversary of the labor unions. It partners with them in providing customer service training and other initiatives to improve the patient experience and achieve better health outcomes for the County's residents. It sees itself as a friend of technology, rapidly deploying resources to create the department's first-ever real electronic health record.

The Department of Health Services leads by example and has transformed care to make service more efficient and cost-effective.

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CALENDAR OF EVENTS

Los Angeles County Museum of Art

(323) 857-6010

www.lacma.org

Through June 22 – Agnes Varda in Californialand
Through June 29 – Helen Pashgian: Light Invisible
Through July 6 – Chinese Paintings from Japanese Collections
Through July 13 – Visions of the South
Through July 20 – Futbol: The Beautiful Game
Through July 27 – Calder and Abstraction: From Avant-Garde to Iconic
Through August 17 – Sam Doyle: The Mind's Eye
Through August 24 – Night in Day
May 18 through November 16 – Edward Biberman, Abbot Kinney and the Story of Venice
Through December 7 – The Painted City: Art from Teotihuacan

Center Theatre Group

(213) 628-2772

www.centertheatregroup.org

Ahmanson Theatre

Through July 6 – The Last Confession
July 15 through August 24 – We Will Rock You

Kirk Douglas Theatre

July 18 through August 10 – Princess and Pirates

Mark Taper Forum

June 22 – An Evening with Carol Burnett
July 9 through August 17 – Buyer & Cellar

Dorothy Chandler Pavilion

June 20 through 22 – Ballet Preljocaj
July 10 through 13 – The National Ballet of Canada: Romeo and Juliet

Walt Disney Concert Hall

June 27 – Go Country 105
June 28 – KJazz 88.1 Summer Benefit Concert
June 29 – California Philharmonic: John Williams & Friends
July 6 – Inner City Youth Orchestra

Grand Park

www.grandparkla.org

Every Wednesday and Thursday – Lunch A La Park
July 4 – 4th of July Block Party
July 6 – Sunday Sessions
July 13 – Sunday Sessions

Hollywood Bowl

(323) 850-2000

www.hollywoodbowl.com

June 21 – Opening Night at the Bowl

Visit <http://hr.lacounty.gov> for
information on employment
opportunities with the
County of Los Angeles



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Submissions to the DIGEST may be
edited or otherwise altered for clarity.

Check out the DIGEST at

<http://dhrdcap.co.la.ca.us/jic/digest/>



by Mark Richman, M.D., M.P.H.
Physician Specialist, Emergency Medicine
Olive View-UCLA Medical Center

Men's Health

Tales and Truth about Low T

Tale: Testosterone's only function is sex drive/function.

Truth: Testosterone contributes to physical, mental, and emotional health.

Low T is associated with decreased:

- Concentration
- Energy
- Memory
- Mood
- Sexual interest/function
- Strength

Low T is associated with increased:

- Cardiovascular disease
- Infertility
- Mortality
- Osteoporosis/low-trauma fractures
- Weight

Tale: Every man should have testosterone checked.

Truth: Not all symptomatic men have low levels. Many with low levels have no symptoms. Therefore, the diagnosis of low T is made by the combination of symptoms/signs plus low T levels. Only high-risk people without symptoms should be screened: chronic steroids or opiates, HIV-related weight loss, dialysis, infertility, osteoporosis/low-trauma fracture.

Tale: My low energy or sexual interest must be caused by low T.

Truth: Many conditions (e.g., anemia, low thyroid function, depression), produce these symptoms and should be considered.

Tale: Low T is easy to diagnose.

Truth: The diagnosis of low T is a combination of symptoms and low lab values. Interpreting lab tests is tricky because:

- Testosterone must be measured between 8 and 10 a.m. and not during acute/sub-acute illness
- Symptoms/signs do not always correlate to lab values
- There are no population-based normal ranges or standardized lab tests

Tale: All low T comes from testicular failure.

Truth: Low T may be from testicular failure or from failure of other glands, eating disorders, excessive exercise, chronic opiates or steroids, obstructive sleep apnea, or prostate cancer medications.

Tale: If I have low T, I should be treated.

Truth: Testosterone replacement therapy is associated with heart attacks. The decision whether to start is based on risks/benefits.



Group Banking Program

Welcome new member JP Morgan Chase

The Treasurer and Tax Collector is pleased to announce that JPMorgan Chase Bank (Chase) recently signed an agreement with the County of Los Angeles to begin participating in the Board of Supervisors-approved Group Banking Program. The addition of Chase further broadens the choices for bank services and products available to County employees through this program.

Chase is one of the four largest banks in the United States. It boasts of its expertise and personal service, plus its wide range of products and solutions for County employees to easily achieve their personal financial goals. The services and products are posted in more detail on the County's website, located at <http://mylacounty.gov>. Once on this website, County employees simply need to click on the "Banking Benefits" shortcut to learn more about the benefits being offered by Chase.

Chase joins the County's Group Banking Program with other multinational and national banks like Bank of America, Bank of the West, Citibank, Wells Fargo Bank, Union Bank, and U.S. Bank. The Board of Supervisors approved the Group Banking Program on July 5, 2006, to provide banking benefits to County employees through the participating banks.



COUNTYWIDE FITNESS CHALLENGE 2014



A DAY AT THE FARMERS' MARKET

STOP AND SMELL THE FLOWERS!

Join us at the Farmers' Market for healthy foods, softball tournament, and power walks.

EVENT
SPONSOR



KAISER PERMANENTE.

CERTIFIED NUTRITIONIST
FITNESS POWER WALKS
SCAVENGER HUNT
FREE GIVEAWAYS
DRAWING PRIZES

SOFTBALL TOURNAMENT*

*July 26 – Tournament
September 6 – Championship playoff

Cerritos Farmers' Market

18074 Park Plaza Drive
Cerritos, CA 90703
4th Supervisorial District

**Saturday
July 12, 2014**

8:00 a.m. – Noon

Wilson Park Farmers' Market

2200 Crenshaw Boulevard
Torrance, CA 90501
4th Supervisorial District

**Saturday
July 26, 2014**

8:00 a.m. – Noon

RSVP to secure your giveaway at <http://dhr.lacounty.info>



Child Support Services Honored

Statewide Child Support Phone Application

The Los Angeles County Child Support Services Department (CSSD) was honored for collaborative work which helped launch a mobile phone application that enables parents to access information about their California child support cases.

CSSD received the award at the 2014 training conference of the California Child Support Directors Association (CSDA) at the Hyatt Regency Hotel in Garden Grove. Over 700 child support professionals from California and the nation attended the event.

“This is a tribute to the impact of collaboration because the effort involved nine local child support agencies, two vendors, and the California Department of Child Support Services,” said CSSD Director Dr. Steven J. Golightly. “Chief Deputy Director David Kilgore deserves the credit for starting the collaborative meetings needed for the launch.”

The California Department of Child Support Services (DCSS) launched the child support mobile application in June 2013. The application is reducing the number of calls and visits to child support service offices by allowing clients easy access to case information on their mobile devices. Clients can view accounts, payment options, modification information, news and alerts, and various other resources pertaining to child support.

Deputy Director Kilgore convened meetings in November 2012 and February 2013 to bring stakeholders together to identify specifications for the mobile phone application. Taking part in the meetings were DCSS, vendors IBM and Streebo App Development, and representatives from local child support agencies from Orange, Napa, Contra Costa, San Bernardino, San Mateo, Santa Cruz, Shasta, and Ventura counties.

Rideshare L.A. County!

from the CEO/Office of Workplace Programs

June is “Ride the Bus to Work” month.

Taking the bus to work is cheaper than driving alone. By taking into account all the costs of driving your car, it can add up to hundreds per month. L.A. Metro’s monthly pass costs \$75. That’s a major savings over the cost of gas alone, not to mention insurance, maintenance, and wear and tear costs associated with driving your car. In addition, taking the bus to work will give you some extra relaxation time you would not get dealing with traffic when driving alone.

Ford Theatres

2014 Summer Season

The John Anson Ford Amphitheatre lineup features returning favorites, exciting new additions, family friendly performances, and fun interactive events. The season runs through September 13, 2014. Tickets can be purchased at FordTheaters.org or by calling (323) 461-3673.

Season highlights include several groups new to the Ford. **Chris Isaacson Presents Broadway Under the Stars** (August 16). Ford audiences will get a taste of Boyle Heights with **Eastside Luv’s English as a Second Language**, an evening of Mexican American Music by local bands. Also new this year is **Bellydance Evolution**, featuring Middle Eastern and world fusion dance in a reimagined production of *Alice in Wonderland*. Returning Ford favorites include the **L.A. Jewish Symphony** with a concert featuring Hershey Felder, **Fountain Theatre’s** iconic *Forever Flamenco*, **Grandeza Mexicana Folk Ballet Company** with two new works in *Fiestas de México* and jazz vocalist Mon David in **Music Arts Events’ Serenata Filipina**.

The **Zev Yaroslavsky Signature Series** returns for a second year featuring an eclectic pairing of world renowned performers with L.A. County-based artists.

The **Big!World!Fun! Family Series** offers music and dance for children ages four to 12 and their families. Presented on Saturday mornings in July and August in the outdoor amphitheatre, audiences can travel the world from their seat. Children are admitted free and adults pay \$5. **JAM Sessions** is a free interactive series where everyone is invited to jump on the Ford stage and release their inner artist. New this year is **Find Your Space at the Ford**, a program that opens up the Ford to the community, providing a place to meet up, create and practice their craft or art form together on the Ford’s entry way plazas.





22nd Annual Family Music Festival

at the Los Angeles County Arboretum & Botanic Garden



Presented by

Los Angeles County Supervisor Michael D. Antonovich,
The Department of Parks and Recreation & The Los Angeles Arboretum Foundation



Lawn Seating
Sunday, June 22, 2014

301 N. Baldwin Avenue, Arcadia, CA 91007

5:30 pm-7:00 pm Gates open at 3:00 pm

\$25 *Arboretum
Members*

Plus Fee For Parking

\$30 *General
public*

Plus Fee For Parking

Free *kids 12
& under*

Must be Accompanied by an Adult

TICKETS ON SALE NOW AT WWW.PASADENASYMPHONY-POPS.ORG



Supervisor Don Knabe (right) presents a GLA honor to (from left) City of Manhattan Beach officials Tony Olmos, Mayor Amy Thomas Howorth, and Sona Coffee.

2014 Green Leadership Awards

Supervisor Don Knabe presented the 2014 Green Leadership Awards (GLA), which recognize outstanding achievement in protecting the environment and our natural resources.

Recipients:

Resident—Isabelle Duvivier, “Brooks Watershed and Green Residence,” for transforming a 100-year-old residence in Venice into a 1,750-square foot LEED Platinum residence.

Business—The Boeing Company/El Segundo, “Natural Resource Conservation Team,” for saving enough electricity to power more than 1,040 homes (\$1.1 million in savings) and supplying 65 households with water for an entire year.

Public Agency—City of Manhattan Beach, “MB Implements Sustainability Programs,” which focus on alternative fuels/ electric vehicles, energy efficiency, water conservation and waste reduction.

Non-Profit Organization—Asset Network for Education Worldwide, which takes surplus furniture, fixtures and equipment from commercial entities and matches them with charities, educational facilities and public agencies, thus reducing the amount of items going into local landfills.

L.A. County Department—Department of Public Works, “Household Hazardous Waste Management Program,” which went beyond the State of California mandate to establish several permanent collection centers and, at one center, safely disposed of more than 18 million pounds of hazardous household waste.

Chair Leadership Award—Sona Coffee, Environmental Programs Manager, City of Manhattan Beach, for spearheading an innovative sustainability program that educates the community, and implements energy and water conservation best practices in local government.

Summer Volunteer Opportunities Available

Tell your friends, tell your neighbors

The Department of Public Social Services’ (DPSS) Volunteer Services Section is seeking volunteers for short-term or long-term assignments. DPSS serves an ethnically and culturally diverse community through programs designed to both alleviate hardship and promote health, personal responsibility, and economic independence.

Volunteers gain experience that is highly marketable in the workforce today. Volunteers commit to serving in one or more ongoing assignments. The number of hours served is often 20-40 hours per week.

All volunteers must:

- Complete a personal background/fingerprinting and reference check
- Complete a DPSS confidentiality agreement
- Be at least 16 years old

The DPSS Volunteer Services Section is committed to creating volunteer opportunities of true value for students, displaced workers, and retirees from Los Angeles County. For information, contact Erica Moya, DPSS Volunteer Coordinator, at (213) 744-4348 or email dpssvolunteers@dpss.lacounty.gov.

LACERA Elections

General Members are encouraged to vote in the upcoming LACERA elections for the Second Member, Board of Investments. The elections will be held on Tuesday, August 5, 2014.

Ballots must be received by the Registrar-Recorder/ County Clerk by 5 p.m. on Tuesday, August 5, 2014. The Board of Supervisors will certify the election results at its meeting on Tuesday, September 16, 2014.

For more information or to read the Candidate’s Statements of Qualifications, you may visit the Board of Supervisors’ LACERA Election Information web page at <http://bos.lacounty.gov/Services/ConflictOfInterestLobbyist/LACERAelection.aspx> or you may contact your Departmental Election Coordinator.

TOY LOAN PROGRAM



You Can Help!

Support this worthwhile program by making a monetary contribution. Your donation will help purchase much needed **new** toys such as:

- Role-playing toys
- Interactive toys & equipment
- Science toys & equipment
- Math games & equipment
- Adaptive learning toys (for children with developmental disabilities)
- Books
- Board games
- Sports equipment
- And much more!

SUMMER FUNDRAISER



The Toy Loan Program is a free toy lending library which allows children to borrow a toy once a week from one of the 50+ Toy Loan Centers located throughout Los Angeles County. The Program is a voluntary community effort sponsored in part by the Los Angeles County Board of Supervisors and the Los Angeles County Department of Public Social Services. It is the oldest and largest free toy lending program in the nation operated by the non-profit 501(c)(3) Toy Loan Advisory Board. The Toy Loan Centers are located in parks, schools and non-profit agencies. Each Center adheres to the basic tenets which teach the children, honesty, patience, courtesy, promptness, cleanliness, cooperation and responsibility. Every Summer, Toy Loan's Annual Fundraiser raises monetary and toy donations to be used for all Toy Loan Centers. "Playground barrels" are placed in local offices, and the community is asked to donate new, unwrapped toys. Make a difference in a child's life, donate to the Toy Loan Program.

Research has shown that play contributes to school success. At Toy Loan, we subscribe to the idea that learning and play are one. Toy Loan achieves its mission by sparking creativity and imagination to build the foundation for a life of learning.

Your donations are strictly voluntary and greatly appreciated. All donations are tax deductible.

For more information please call (213) 744-4344

Follow Us@: <https://twitter.com/#!/toyloanla>

Visit Our Website at: <http://dpss.lacounty.gov/dpss/toyloan>



PLEASE DO NOT SEND CASH



"The Program with a Heart" - **ANNUAL SUMMER FUNDRAISER**
June 15th – September 30th



You can help! Support this worthwhile program by making a monetary contribution.

Name _____

Organization _____

Address _____

City, Zip _____

Phone _____

E-mail _____



Yes! I would like to support the Toy Loan Program.
Please accept my donation of:

\$5 \$10 \$20 \$100 Other \$ _____

Please make checks payable to:
Toy Loan Advisory Board

2615 S. Grand Ave. 2nd Floor, Los Angeles, CA 90007

Please send in no later than September 30th.

County Employees Only:

Department _____ District Office (if applicable) _____

Work Address _____

Hollywood Bowl 2014 Summer Season

“The opening of the Hollywood Bowl each year marks the official start of summer for generations of music lovers across Los Angeles,” said Deborah Borda, Los Angeles Philharmonic President and Chief Executive Officer. “This year is particularly special as Gustavo Dudamel celebrates his fifth season as Music Director at the venue where he made his U.S. debut. Esa-Pekka Salonen makes a rare visit. Anniversaries abound with the 15th year of the Hollywood Bowl Hall of Fame Opening Night, the 20th anniversary of DreamWorks Animation, and the 50th anniversary of The Beatles’ first Hollywood Bowl performance. Herbie Hancock, entering his fifth season as Creative Chair for Jazz, and Thomas Wilkins, Principal Guest Conductor of the Hollywood Bowl Orchestra, also returns. There is something here for everyone, and we look forward to welcoming you back this summer.”



Park & Ride and Shuttle Service

Leave the car behind, as well as the traffic, with these two convenient and affordable transportation services offered by the Bowl. Park & Ride (\$6-\$10) service will be available from 14 convenient locations in the Southland. Shuttle lots (\$5) offer convenient parking at four close-to-the-Bowl locations.

Tickets

Tickets can be purchased in-person at the Hollywood Bowl box office. Single tickets may also be purchased online at HollywoodBowl.com, Ticketmaster.com, or via phone at (323) 850-2000 or (800) 745-3000. The box office hours are Tuesday through Sunday, 12 noon to 6 pm.

Safety does not happen by accident

The County of Los Angeles
Department of Animal Care & Control
wants you and your pets to stay safe!

Safe practices around pets:

- Always ask permission before touching someone else's pet.
- Be cautious if a dog suddenly becomes still and is not wagging its tail in a friendly manner.
- Do not approach or touch an animal while it is sleeping, feeding, fixated on something, or with offspring.
- During pregnancy, women should stay away from cat litter boxes due to the high risk of toxoplasmosis.
- Do not enter a property containing a dog if you are not with the dog's owner.
- Always remember to thoroughly wash your hands after handling a reptile as they are known carriers of salmonella.

For more safety tips, please visit:
1.usa.gov/1kpFYts



All About Us

LA COUNTY STARS!*



MAY 2014

Service Excellence and Organizational Effectiveness
7C Grand Resort Unit Base Team
Health Services

Ann Boonjaluksa ♦ Nazma Ghaffar ♦ Olga Green ♦ Mirna Guardado ♦ Beatriz Lopez ♦ Donna Naylor ♦ Guadalupe Ramirez
with Dan Castillo, Chief Executive Officer, LAC+USC Medical Center

The Team is comprised of nursing staff whose goal was to improve customer service and satisfaction for the patients on the 7C Medical Surgical Unit. Patients' needs are addressed in an exemplary, timely, and courteous manner with the implementation of the following communication strategies: 1) issuance of a colorful Welcome Care Package upon admission with a nicely folded gown with slippers on pillow, resort style 2) smiling when communicating with patients 3) sitting with patients at the beginning of each shift to ask specific questions such as, "what can I help you with today," "is there anything else I can do for you," and 4) daily rounds of the 7C Nurse Manager. As a result, patient anxiety of not knowing what is going to happen when first admitted to the unit has been decreased, which has improved the patients' experience and satisfaction with services. These strategies have enhanced the 7C unit admission process by improving communication between the customer and the health care team. This has increased customer satisfaction and improved unit operations.

***LA COUNTY STARS!** recognizes and celebrates exceptional achievements of County employees to promote and reward performance consistent with the Values, Mission, and Goals of the County Strategic Plan.

Retirees

Congratulations to the following employees who are joining the ranks of the retired after their many years of service to the County of Los Angeles:

45+ Years

PUBLIC HEALTH: Ernest Pooleon

40+ Years

CHILD SUPPORT SERVICES: Irma Montoya, Lyvonne Naab

PUBLIC SOCIAL SERVICES: Bertha M. Castanon, Lydia Ventura, Dolores Walker

35+ Years

CHILDREN AND FAMILY SERVICES: Amelia S. Rutledge, Socorro Scala

CHILD SUPPORT SERVICES: Barbara Griffin

HEALTH SERVICES: Virginia Enriquez

INTERNAL SERVICES: Warren C. Lee

MENTAL HEALTH: Kathy L. Silbert-Sanders

PROBATION: Ronald J. Quietie

PUBLIC SOCIAL SERVICES: Isabel J. Connolly, Eduardo H. Fujiike, Eleanor Valencia

PUBLIC WORKS: Earnest Moore Jr.

SHERIFF: Helen E. Roebuck

SUPERIOR COURT: Carol J. Hallowitz

30+ Years

ALTERNATE PUBLIC DEFENDER: Jeri Polen

CHIEF EXECUTIVE OFFICE: Manuel H. Moreno

CHILDREN AND FAMILY SERVICES: Pamela J. Harris

CHILD SUPPORT SERVICES: Robert Friedlander

FIRE: Mike T. Frazer, Robert L. Mull Jr.

HEALTH SERVICES: Stella Jacquette, Kusuma Klapachan, Chijuana R. Thomas, Sandra West

INTERNAL SERVICES: Leighton A. Tennell

PROBATION: Lonza L. Lester

PUBLIC SOCIAL SERVICES: Alexander Q. Hang, Loc L. Ly

SHERIFF: John S. Bomben, Reginald M. Franklin, Barbara B. McGeehan, Dennis F. O'Brien, Catherine A. Pens, Cecil W. Rhambo Jr., Maria T. Rodriguez, Carlos R. Santos, Judd F. Tucker

SUPERIOR COURT: Gail D. Goad

25+ Years

ASSESSOR: Brian E. Lake

CHILDREN AND FAMILY SERVICES: Maria Ontivero, Herman Perrault

DISTRICT ATTORNEY: Martha V. Quintero

FIRE: David A. Bohon, Daniel C. Fournier, Kenneth A. Johnstone, Timothy Romero

HEALTH SERVICES: Wanda J. Grant, Moraima E. Negrete, Elliotte Noralez, Kar-Lee Young

MENTAL HEALTH: Ronald Scotland

PUBLIC DEFENDER: Vicky L. Russell

PUBLIC HEALTH: Dennis Davis

PUBLIC SOCIAL SERVICES: Silvia R. Trochez

PUBLIC WORKS: Terry H. Grimes

SHERIFF: Bruce D. Thomas

SUPERIOR COURT: Tina J. Coats, Judy L. Lamason

TREASURER AND TAX COLLECTOR: Betty D. Reyes

Share Your Heart Share Your Home



Photo by Daniele Rose

Summertime is here again. Trips to the beach, family vacations, and barbeques are all a part of what makes summer so special. Imagine not having a family to help ring in the summer. Sadly, we have over 500 children in foster care waiting for an adoptive family. Through no fault of their own, these waiting kids cannot return to their family of origin. They oftentimes spend their summers moving from foster home to foster home, some even living in group homes with no family at all.

Kendra, age 13, is one such young lady who is living in a group home and patiently waiting for a family to call her own. She is always up for an adventure and would love to have a family to celebrate the summer with, be it at the beach, hiking, or just relaxing at home. Her bright eyes and beautiful smile light up any room. She has an outgoing and fun personality that make people want to get to know her better. Kendra is into fashion design and really enjoys color-coordinating and matching different styles of clothing. She enjoys playing soccer and plans to try other sports, too. She loves music and hopes to learn to play a musical instrument. Kendra does have a brother she hopes to maintain contact with and wants a family who will support this important sibling connection. Be the family Kendra needs in her life!

WeTip
WELFARE FRAUD
1 (800) 87-FRAUD



Insurance Fraud Costs You!

Report any wrongdoing or we all pay the price

June is Insurance Fraud Awareness Month in Los Angeles County. The County of Los Angeles Commission on Insurance offers these important reminders about the costs of insurance fraud.

Insurance fraud is a national problem that happens every day. It is a multi-billion dollar concern that impacts everybody. Although a 2013 study by the Insurance Research Council found that 86% of Americans agree with the statement “insurance fraud leads to higher rates for everyone,” 10% of respondents felt that “insurance fraud doesn’t hurt anyone.”

The truth is...insurance fraud costs you and we all end up paying more because of fraud.

Consider the following:

- Property/casualty insurance fraud amounts to about \$32 billion a year, according to industry estimates (III)
- Other studies indicate that 10% or more of all property/casualty insurance claims include some element of fraud (NICB)
- Fraud is the second most costly white-collar crime in America, behind tax evasion (NICB)
- Questionable insurance claims rose by 16% from 100,201 in 2011 to 116,171 in 2012 (NICB)
- The Top 5 types of questionable insurance claims were: personal automobile; homeowners personal property; workers compensation; commercial automobile and commercial/general liability claims
- In 2012 (the latest data available), California ranked first in the number of questionable insurance claims with 21,935, more than double the second highest state, Florida, which had 10,693
- Fraud costs everybody by keeping insurance costs high, requiring increased law enforcement resources and court costs; consumer prices for other goods and services also rise to cover fraudulent claims and

innocent people are sometimes injured by schemes designed to bilk the system

- The Insurance Industry works in collaboration with the Departments of Insurance, law enforcement and prosecutors to detect, deter, stop and where possible, prosecute those found guilty of fraud
- Everyone can help reduce the incidence of fraud by contacting law enforcement officials if fraud is suspected and by working with insurers

To report insurance fraud, call the California Department of Insurance at (800) 927-HELP (4357) or visit <http://www.insurance.ca.gov/0300-fraud>.

To report workplace insurance fraud, contact the L.A. County Workplace Fraud Hotline at (800) 544-6861 or <http://www.lacountyfraud.org>.

Sources: National Insurance Crime Bureau (NICB), Insurance Information Institute (III), Insurance Research Council, Coalition Against Insurance Fraud

Retiree Healthcare Benefits Will Not Change for LACERA Members Hired Prior to July 2014

New Retiree Healthcare Benefits Only Affect Members Hired after June 30, 2014

Retiree healthcare benefits are changing for all new County employees hired after June 30, 2014, and who became first eligible for membership in the Los Angeles County Employees Retirement Association (LACERA) on or after August 1, 2014 and who were not eligible for reciprocity based on service with a reciprocal agency prior to June 30, 2014, or current LACERA retirees. **Your LACERA-administered retiree healthcare benefits are promised benefits; as such, they are protected and will remain unchanged.**

Concerns about the long-term cost and viability of the LACERA-administered Retiree Healthcare Benefits Program, as it is currently structured, prompted the County to investigate cost reduction options. With that in mind, the County and its unions reached an agreement to make some modifications to retiree healthcare coverage for **future employees**.

LACERA is preparing a mailer to active employees explaining the new program, known as the Los Angeles County Retiree Healthcare Benefits Program—Tier 2 (Tier 2). The most important fact for current employees to remember is: **your retiree healthcare benefits are not changing.**